



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

250 – COMMUNICATIONS

GENERAL ORDER: 2011 - 27

ISSUED: September 21, 2011

EFFECTIVE: September 21, 2011

ACTION: Amends General Order 2011-05 (March 10, 2011)

250.00 PURPOSE / POLICY

The purpose of this standard operating procedure is to ensure the proper and efficient use of communications systems, mobile data computers and radio operations.

250.05 RADIO PROCEDURES

A. PRIMARY TALK GROUPS

Primary talk groups are assigned to and regularly monitored by a dispatcher. Messages concerning squad status such as reporting 10-8, 10-23, changing of location, requests to respond to assignments, requests for medical assistance, or any other emergency should be communicated by using a primary talk group.

The primary talk groups with an assigned dispatcher are:

District	Radio displays as
District 1	DIST_1
District 2	DIST_2
District 3	DIST_3
District 4	DIST_4
District 5	DIST_5
District 6	DIST_6
District 7	DIST_7

B. SIDE TALK GROUPS

Side talk groups are designated for communicating messages between dispatchers and/or police members, when their primary dispatch talk group is unavailable to communicate. Side talk groups may also be utilized as incident command or District console alternates.

1. Side Talk Group Restrictions

When police members use a side talk group for administrative or emergency messages, which the dispatcher or other squad need to take cognizance of, they shall switch to a primary dispatch talk group, and rebroadcast the information to a dispatcher.

Note: A full radio talk group listing is provided as an addendum and is attached to the rear of this SOP.

C. Proper Radio Use and Procedures

1. Police radio frequencies shall be used only for official communications.
2. Police members shall refrain from unnecessary conversation on radio frequencies.
3. Police members shall not use profanity or slang terms when using the radio.
4. Police members requesting to respond to any incident shall not respond until the dispatcher has advised them that their request has been approved.
5. Police members shall promptly apprise the dispatcher of all changes in their status (i.e., 10-8, 10-23, out of service, etc.).
6. Police members shall notify the dispatcher of all changes in their location while on an assignment or when requesting lunch.
7. Police members assigned a squad number shall begin all radio transmissions with the word "squad" and the member's squad designation. This includes when a member responds to a dispatcher (i.e. Squad 5322, 10-4).
8. Police members not receiving a dispatcher's verbal acknowledgment of traffic stops via the MDC, should contact the dispatcher via radio to verify the traffic stop was received by the dispatcher.
9. Members should not call the dispatcher by telephone, or request permission to call the dispatcher by telephone via radio or an MDC. When the dispatcher requests a member to call by telephone or when a member needs to communicate with a dispatcher by telephone, the member shall call a Technical Communications Division supervisor REDACTED
10. Police members equipped with a police radio shall constantly monitor their primary talk group for all descriptions, information, calls for service, and respond when their unit is called. They shall not attempt to interrupt any transmission except in the case of exigency.
11. Off-duty members equipped with a radio and needing to take police action off-duty shall identify themselves via people soft number, until such time that the dispatcher can assign them a squad number for use during the duration of the incident. This off-duty squad identification number will likely be OD xx.

D. Emergency Button Use on Police Radios

The emergency button should only be used whenever an assist or backup is needed.

A. REDACTED

1.

REDACTED

B. REDACTED

REDACTED

a. REDACTED

b. REDACTED

c. REDACTED

REDACTED

a. REDACTED

b. REDACTED

c. REDACTED

REDACTED

250.10 PORTABLE POLICE RADIOS

A. MEMBERS WITH A PERMANENTLY ASSIGNED PORTABLE RADIO

1. Members assigned to a permanent portable radio shall not lend their assigned radio to another member. Doing so could create confusion in the event of an emergency since the assigned members PeopleSoft Number will display rather than the member who is using the radio. Work locations have portable radios which can be loaned out as a spare when needed.

B. MEMBERS USING A "LOANED" PORTABLE RADIO

1. Assignment of all loaned portable radios shall be maintained by a supervisor or designee at each work location. Supervisory officers shall complete Form PR-55 "Radio Assignment Log" in accordance with the instructions.

2. Police members assigned a loaned portable radio shall return the radio promptly upon completing their tour of duty.

250.15 VIDEO SURVEILLANCE CAMERAS (Pole Cameras)

Video surveillance cameras are used as part of the Department's crime reduction strategy by the strategic placement of 24-hour video surveillance cameras in designated areas. This section is dedicated to the Neighborhood Policing Bureau's responsibilities as it relates to the video surveillance cameras. The Technical Communications Division standard operating instructions (SOI) provides comprehensive instruction in the use, operation and maintenance of the surveillance cameras.

A. DISTRICT CAMERA OPERATORS

1. Camera operators largely operate within the Technical Communications Division; however, Districts have the ability to control and monitor these surveillance cameras via the internet.
2. District camera operators shall notify a telecommunicator via telephone or a dispatcher by radio, of urgent observations of illegal or suspicious activities or when the safety of persons and/or property is in jeopardy. The telecommunicator or dispatcher in an urgent call, shall update any related pending CAD complaint or enter a new complaint for the initiation of a squad response.

B. REDACTED

1. REDACTED

REDACTED

a. REDACTED

b. REDACTED

c. REDACTED

d. REDACTED

e. REDACTED

f. REDACTED

g. REDACTED

2. INITIATING PLACEMENT REQUESTS

1. Initiate a placement request by submitting a "*Department Memorandum*" (Form PM-9) to the Assistant Chief of Police – Neighborhood Policing Bureau.
2. Attach supporting documentation, such as calls for service, number of incidents, and number of arrests, to the request.

C. POLE CAMERA VIDEO RETRIEVAL REQUESTS

See section 250.70 AUDIO / VIDEO RECORDING REQUESTS

250.20 RADIO DISPATCH PRIORITIES

In an effort to improve the efficiency, speed and ease of classifying calls for police service, the following priorities will be assigned to calls for service.

A. PRIORITY E (Emergency)

Emergency situations and non-pre-emptable assignments (i.e. Assists, Officer Down, Park and Walks, etc)

B. PRIORITY ONE (1)

Situations involving life-threatening conditions:

1. All calls for service regarding life threatening incidents that:
 - a. are in progress;
 - b. are not in progress, but the suspect is on the scene;
 - c. just occurred (10 minutes or less) and it is reasonable to assume that the suspect may still be in the area (i.e. armed robbery just occurred, burglary - unknown if suspect(s) are still on the scene, etc).
2. Any incident of an emergency nature that threatens human life or great bodily harm (i.e. gas leak, explosive device, sniper, etc).
3. Any criminal incident to which an ambulance is sent (i.e. battery, sexual assault, etc).
4. All gunshot detections via Shotspotter (verified detections will be immediately broadcast upon receipt by dispatchers on the radio talk group of the district involved)

C. PRIORITY TWO (2)

Situations involving major property threatening conditions, accidents involving injury, or incidents reporting a non-specific complaint of injury or illness not as a result of criminal actions:

1. All calls for service regarding major property threatening incidents that:
 - a. are in progress (entry to autos in progress, etc);
 - b. are not in progress, but the suspect is on the scene;
 - c. just occurred (10 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g. theft that just occurred, etc).
2. Any felony or misdemeanor which did not involve life threatening conditions, that recently occurred and the logical probability exists that the suspect is near the scene, in the area, or a high probability of apprehension exists (e.g. burglar alarm, drug dealing, entry to auto, etc).
3. Accidents involving injury (e.g. personal injury traffic accidents, industrial accidents)
4. Any non-specific complaint of personal injury or illness not as a result of criminal actions (e.g. injured/sick person, check the welfare, etc).

D. PRIORITY THREE (3)

Situations not requiring an immediate response to prevent personal injury or property loss/damage and situations indicating criminal activity for report purposes only:

1. Any incident that does not require immediate police response to prevent personal injury or property loss/damage (i.e. crash – property damage only, trouble with subject, shoplifter, etc).
2. Any recent incident wherein the preservation of evidence or protection of the crime scene is not of an urgent nature (i.e. property damage, entry, battery, etc).
3. Any felony or misdemeanor not in progress that does not require immediate investigation (i.e. theft, violation of restraining order, etc).

E. PRIORITY FOUR (4)

Situations of a minor nature that do not fall within the above priorities categories.

1. Any incident that involves an apparent minor violation or offense (i.e. noise nuisance, etc).

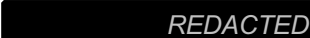
2. Any incident that involves non-criminal police services (i.e. escort, notifications, etc).
3. Any incident of a minor nature, not in progress, that requires follow-up investigation (i.e. recovered property, 911 abuse, etc).


F. PRIORITY FIVE (5) DIFFERENTIAL POLICE RESPONSE (DPR)

Any call for service received through the Technical Communications Division that meets the criteria for assignment to DPR will be assigned as a Priority 5 (P-5). These calls for service will be processed via telephone by DPR from the District where the incident occurred (See SOP 255 regarding DPR).

250.25 DISPATCH PROCEDURES

A. POLICE MEMBER'S RESPONSIBILITIES

1.  REDACTED

 REDACTED

2. Police Members Dispatched to Assignments

- a. Police members shall respond directly to assignments they receive from Technical Communications Division personnel. Members shall advise the dispatcher of any reasons that may preclude them from responding directly to an assignment, however, they must still respond to the assignment unless directed otherwise by the dispatcher. This does not preclude the dispatcher from pre-empting a squad or unit from their present assignment to take another assignment.
- b. If a supervisor believes a member who received an assignment should not respond, that supervisor shall notify a Technical Communications Division supervisor. However, the final decision regarding dispatching members to assignments shall rest with a Technical Communications Division supervisor.
- c. Only a captain or higher authority may overrule the decision of a Technical Communications Division supervisor regarding dispatching members to assignments.

Note: In an emergency situation (as determined by the dispatcher), a squad may be dispatched without prior authorization.

3. Police Members On Scene

- a. Police members on scene of an assignment shall keep their respective dispatcher informed of any status changes, notifications required by other Departmental policies, and requests for additional resources.
- b. Police members while on scene with a supervisor shall be under the authority and control of that supervisor. The supervisor in charge of the scene has responsibility for all resources at the scene.
- c. When a situation arises that requires a dispatcher to seek resources from a scene that has a supervisor present, a request shall be made of the on-scene supervisor to release the required resources from their scene. If the on-scene supervisor makes a determination this is not feasible, based upon the nature and requirements of the incident, the dispatcher shall notify a Technical Communications supervisor. The Technical Communications supervisor shall work cooperatively with the on-scene supervisor to come to a resolution.
- d. On-scene supervisors must continually evaluate the need for the resources they have under their control and are responsible for placing unneeded resources back in service as soon as practicable.

B. NON-ARREST ACTIVITIES AT WORK LOCATIONS

Members are expected to remain in their assigned area of responsibility during their tour of duty notwithstanding the need to use the restroom or conduct other official business at his/her work location.

- a. Generally, supervisors shall ensure that only one police member or one squad is inside the work location at any time for non-arrest related matters.
- b. With justification, supervisors may authorize more than one member or one squad to be inside the work location.
- c. Nothing in this procedure restricts supervisory authority to request members report to a work location for legitimate supervisory reasons.

C. SQUAD LINE-UPS

All shift commanders or their designee at work locations conducting roll call shall ensure a preliminary line-up is placed on the network **REDACTED** at least 16 hours prior to the start of the shift. A final line-up shall be placed on the network **REDACTED** as soon as practicable, but no later than 15 minutes after the start of the shift. Line-ups placed on the network **REDACTED** shall include all personnel assigned to the shift, duty hours, squad/unit numbers, employee ID numbers, and any special traits or capabilities of a member assigned to the squad (i.e. female, Span Tran, Intoximeter Operator, etc). All Special Assignments and Directed Patrol Missions (DPM's) must be included.

250.30 SUPERVISORS REQUIRED AT SPECIFIC INCIDENTS

A supervisor shall respond to the following assignments:

1. Any incident where there is a likelihood of life-threatening injury or death; or where death has occurred (i.e. Assignments categorized as dead on entry-DOE, fire, shooting, suicide, traffic fatality, etc).
2. Any incident required by department policy (i.e. squad accidents, pursuits, use of force, licensed premise violation, implementation of ICS, alarms received on government buildings/installations, an injured police member, etc).
3. When requested by a police member.
4. When requested by a dispatcher to perform a supervisor-specific function (i.e., to check on a squad's status at an assignment).
5. Any incident involving a department member while off-duty that requires a police response. Such incidents shall be investigated by a member of higher rank except for members assigned to the Professional Performance Division.
 - a. The responding supervisor shall ensure the police response is handled appropriately and determine whether any rule or procedural violations may have occurred that would require additional investigation.
 - b. Incidents involving off-duty police members shall be brought to the attention of the on-duty shift commander of the District in which the incident occurred as soon as practicable.
 - c. The responding supervisor shall file Form PM-9 "*Department Memorandum*" regarding the incident. The report shall include the day, date, time and location of the response, the reason for the police response, the disposition of the response, and the determination of the member's fitness for duty. The report shall be forwarded through the chain of command to the Professional Performance Division.
 - d. If a police member's fitness or role in an incident comes into question during an investigation, the supervisor shall report this fact to the next highest-ranking on-duty supervisor at the District in which the incident occurred. The Watch Commander should be notified in instances where the next highest rank is unavailable.

250.35 DISPOSITION CODES

- A. Upon completion of an assignment, members shall immediately report themselves in-service to their dispatcher by a verbal radio transmission of a disposition code; however members may utilize the mobile data computer to inform the dispatcher of their status if so equipped.

- B. Police members assigned to squad patrol who are unable to place themselves 10-8 (in-service) prior to the end of their assigned shift shall, before securing from extended duty, communicate by radio to their respective dispatcher the applicable squad callback disposition code. The dispatcher shall enter the squad callback disposition code into the official record of the assignment.
- C. Police members assigned to squad patrol shall accurately provide a squad callback disposition code(s) (below) for each assignment via radio or MDC. The CAD dispatch record shall serve as the permanent record for assignment dispositions.

<i>REDACTED</i>		

Note: In most instances, one code will apply. For clarification, a maximum of three (3) codes may be used. Police members shall use "C20" in conjunction with any other applicable codes for all domestic violence related investigations. For tracking purposes, when police members provide a "C20" disposition code either by radio or MDC, the "C20" code shall be the first disposition code provided.

D. Additional CAD codes to assist in the interpretation of CAD entries.

AD	Advised Complaint	IMD	Investigative Management Division
C19T	False Alarm – Training Related	INT	Internal Affairs Division
CANC	Call Cancelled	LIU	License Investigation Unit
CD	Communications Division	MCSO	Milwaukee County Sheriff
CIB	Criminal Investigation Bureau	MFD	Milwaukee Fire Department
CID	Central Investigations Division	MID	Metropolitan Investigations Division
CNTY	County	MP	Miller Park Station
D1	District 1	ND	Narcotics Division
D2	District 2	NID	North Investigations Division
D3	District 3	NTF	Neighborhood Task Force
D4	District 4	OC	Organized Crimes Division
D5	District 5	PPD	Professional Performance Division
D6	District 6	SCD	Sensitive Crimes Division
D7	District 7	SF	Summer Fest Grounds
DPW	Department of Public Works	SID	South Investigations Division
DRU	Differential Response Unit	STV	Stolen Vehicles
FRG	Forgery Unit	TEU	Tactical Enforcement Unit
ID	Identification Division	TRU	Telephone Reporting Unit
IFC	Intelligence Fusion Center	VCD	Violent Crimes Division

250.40 MOBILE DATA COMPUTERS

Mobile Data Computers (MDC) access the Computer Aided Dispatch (CAD) System and various other computerized record files for information and wanted checks. Their primary function is to minimize air traffic on Department radio frequencies and to aid in the rapid extraction of useable data. Police members, who have been properly trained in the use of the computer and have obtained a personal password to enter the system, shall use the MDC when their squad is so equipped.

Police members shall operate the MDC in accordance with the following guidelines:

1. Police members shall verbally inform the dispatcher of their "10-8" status and then "Log On" to the MDC by entering their assigned password. This assigned password shall be held in confidence and shall be used only by the individual officer to whom it was assigned.
2. Upon receiving an assignment from the dispatcher, police members are required to verbally acknowledge the dispatcher with "10-4" over the air.
3. Police members needing to send administrative messages and/or information should do so via MDC, rather than by radio, if an MDC is available to the member.
4. Police members shall not request to respond to any assignment by use of an administrative message sent via an MDC.
5. Police members shall "Log Off" at the completion of their tour of duty. "Log Off's" shall not be done until the final 10 minutes of the shift unless authorized by a supervisor.

Note: MDC's will automatically log off when RMS is initiated at a work location. Members will be required to re-log into the MDC if returning to their squad after working on RMS.

250.45 PATROL PROCEDURES - FORMAL DECLARATION OF INCIDENT COMMAND

A. USE OF THE INCIDENT COMMAND SYSTEM (ICS)

The conceptual organizational principles, responsibilities and expectations of ICS lay the foundation for all MPD patrol operations.

1. Certain complex situations require a **formal declaration** of ICS. This declaration alerts the Department-at-large that a special plan has been put into place to ensure the Department's response is coordinated, effective, efficient, and safe.
2. Formal declaration of ICS can be made by an officer, detective or supervisory officer. The police member making the declaration will be known as the Incident Commander (IC). Dispatchers are responsible to declare incident command and assign an IC in the absence of other supervisory direction.
3. Situations Requiring Formal Declaration
 - a. Any assignment with 4 or more units responding.
 - b. Assists to police, fire or ambulance.
 - c. Certain critical incidents (as listed below).
 - d. Any situation deemed appropriate.
4. Critical Incidents:

Aircraft down	Hostage situation
Officer shot or serious injury	Fire
Shooting	Bomb threat
Sniper	Explosion
Crowd control	Hazardous material emergency
Demonstrations	Tornado / Natural disaster

B. RESPONSE PROCEDURE FOR PATROL UNITS

All squads and units shall have their response authorized by the dispatcher. Unless directed otherwise, once a command post has been established, all personnel responding to the scene shall first report to the command post for assignment.

C.

REDACTED

1.

REDACTED

2.

REDACTED

3.

REDACTED

4.

REDACTED

D.

REDACTED

1.

REDACTED

a.

REDACTED

b.

REDACTED

c.

REDACTED

d.

REDACTED

e.

REDACTED

f.

REDACTED

2.

REDACTED

a.

REDACTED

b.

REDACTED

c.

REDACTED

d.

REDACTED

e.

REDACTED

3. [REDACTED]
- a. [REDACTED]
- b. [REDACTED]
4. [REDACTED]
- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]

250.50 RADIO LINK (CROSS PATCH) WITH OTHER AGENCIES

A. PURPOSE

The Milwaukee Police Department (MPD) has the ability to cross patch the Police Department's radio system with the radio frequencies from another agency. The cross patch enables MPD radio users to monitor and/or talk with other agencies via our radio system.

B. AUTHORIZATION

The IC of a declared incident, with police radio communications operating on a restricted talk group, who desires to initiate a cross patch shall contact a Technical Communications Division supervisor to request the link.

C. IDENTIFICATION OF MILWAUKEE POLICE SQUADS

1. The dispatcher shall announce when a cross patch has been established and MPD squads must identify themselves in a manner that is clear to all departments and communications centers.

2. In these instances, police members shall state "Milwaukee Police" before stating their squad number (i.e. "Squad 3322" becomes "Milwaukee Police Squad 3322"). Police members must use "plain talk" during radio transmissions when a cross patch is active. **Absolutely, no 10-codes or C-codes are to be used.**

D. MEMBER'S RESPONSIBILITIES

In no way does the cross patch between MPD and other agencies relieve police members from adhering to MPD rules and procedures or to the instructions of MPD supervisors/commanders.

250.55 TELEPHONE REPORT UNIT (TRU) PROCEDURES

A. PROCEDURES

1. Members **receiving** calls for service falling within the guidelines specified in this SOP shall refer callers to the TRU during the hours the unit is operational. During the hours the unit is not in service, members shall arrange to have a member of the unit call the citizen back at a convenient time.
2. Officers **sent** to calls for service which fall within TRU guidelines shall enter an incident report in the Automated Reporting System (ARS). Police officers shall **not** direct the citizen to contact the TRU to file the report.

B. STAFFING

Sufficient personnel shall be assigned to the Records Management Section for the purpose of receiving and entering reports within the guidelines specified in this SOP. Members so assigned shall comprise the Telephone Report Unit.

C. HOURS OF OPERATION

The TRU shall be in operation from 7:30 a.m. to 11:30 p.m., daily. The telephone number is 933-4444, extension 6734.

D. REFERRAL OF CALLERS TO THE TRU

Members receiving calls for service falling within these guidelines shall inform citizens that the TRU will:

1. Facilitate immediate reporting.
2. Provide district squads with access to the report for follow-up investigation.
3. Provide complainants with an incident report number and a copy of the incident report to expedite insurance claims.

4. Enable officers to respond to emergency/priority assignments in their respective areas. Upon advising citizens of this information, members shall transfer the caller to the TRU.

E. MISROUTED CALLS TO THE TRU

TRU members that receive calls that they believe are misrouted shall take the preliminary information concerning the incident and then contact a supervisor at the Technical Communications Division who will determine whether to send a squad to the scene.

F. CITIZEN CALL BACKS

1. Members receiving requests for callback service shall complete Form PT-38 and then forward these requests to the TRU.
2. Telecommunicators receiving calls for service during those hours when the TRU is not operational shall interview the citizen and prepare Form PT-38 *"Telephone Report Unit"* for referral to the TRU.

G. CALL SCREENING GUIDELINES

Criteria to qualify for telephone reporting shall be based on negative answers to the following questions:

1. Is life or property in danger?
2. Has an injury been sustained?
3. Is the crime in progress?
4. Did the crime just occur?
5. Is there evidence at the scene?
6. Is the suspect present, known, or does caller have a description of suspect?
7. If there is a reasonable doubt concerning this criteria TRU shall arrange for the dispatch of a squad to investigate.

H. AUTHORIZED TRU REPORTS

1. Criminal Damage to Property

Any damage to property where entry is not gained and damage does not exceed \$2,500.

2. Criminal Damage to Vehicle

Any damage to the outside of a locked or unlocked vehicle, if the damage does not exceed \$2,500 and the steering column/ignition is **not** damaged.

3. Lost Property

Property lost within the City of Milwaukee, not exceeding \$2,500 in value. Reports are not taken on lost drivers' licenses.

4. Other Thefts

Thefts from yards, open garages, parks, areas open to the general public, and drive-offs, provided that the value of the property taken does not exceed \$2,500.

5. Reporting Property Lacking Serial Numbers

The TRU may take serial numbers of property reported previously.

6. Supplementary Reports

Up to a maximum of six (6) additional items of loss can be taken to supplement the original incident report. However, supplements that contain more than six items shall be filed by a member at a district station.

7. Theft from Vehicle

Any theft from a vehicle wherein the value of the property stolen does not exceed \$2,500 and the damage to the vehicle does not exceed \$2,500.

8. Theft of License Plates

- a. Reports of stolen Wisconsin license plates may be taken only in those incidents involving the theft of both plates, unless only one plate was issued for the vehicle, as in the case of a motorcycle.
- b. Reports involving out-of-state plates must include the state of issue, number of plates issued and number of plates taken.
- c. License plate renewal stickers.

9. Harassing or Obscene Phone Calls

Reports of harassing phone calls may be taken when:

- a. The suspect is unknown.
- b. The calls are non-threatening.

- c. The victim does not have Caller ID.
- d. The victim does not have a tape recording of the conversation (answering machine)

10. FINANCIAL TRANSACTION CARD CRIMES

Financial transaction card crimes without a known suspect and having **NO** fraudulent activity can be filed by TRU.

Note: If TRU personnel believe a squad should be dispatched they shall consult with a Technical Communications Division supervisor who will determine the appropriate response.

250.60 STACK UNITS

- A. Stack units may be assigned at each police District to reduce the rate of minor calls for service handled by immediate mobile response and to assure that calls for service of greater urgency receive priority treatment.
- B. Stack units may be designated by a dispatcher with approval from the District shift commander or designated immediately by a Technical Communications Division supervisor.
- C. Members assigned to stack units shall be used primarily for stack assignments but will be subject to receiving other calls when necessary.
- D. Members so assigned shall keep the dispatcher informed of all changes in status. When assigned to more than one assignment, such members shall inform the dispatcher as each assignment is completed and then proceed immediately to the next assignment.

Note: For the purposes of this section, stack units may be considered field response units or DPR personnel.

250.65 TELEPHONE TRACE INFORMATION

A. PURPOSE

The purpose of this section is to establish a standard operating procedure for obtaining emergency or non-emergency (investigatory) telephone trace information.

B. EMERGENCY TRACE INFORMATION

- 1. All requests for emergency telephone trace information shall be directed to a Technical Communications Division supervisor.

2. A Technical Communications Division supervisor shall evaluate the request, and when deemed appropriate, he/she shall contact the appropriate telephone company for the necessary information.
3. The commanding officer of the Technical Communications Division shall ensure an *Exigent Circumstances Request Form* is filed and sends a copy to the appropriate provider. Each service provider has its own separate form.
4. The commanding officer of the Technical Communications Division shall ensure that a copy of the *Exigent Circumstances Request Form* is retained according to the retention schedule.

Note: With the exception of calls which contain Automatic Number Identification (ANI) / Automatic Location Identification (ALI) information, traces can only be preformed while the line remains open.

C. NON-EMERGENCY (INVESTIGATORY) TRACE INFORMATION

1. All requests for non-emergency (investigatory) telephone trace information shall be directed to the Criminal Investigation Bureau (CIB) shift commander.
2. The CIB shift commander shall evaluate the request, and when deemed appropriate, shall assign a CIB member to conduct follow up and obtain the necessary information from the telephone company.
3. The assigned CIB member shall then complete the reports necessary for obtaining a subpoena, which will be forwarded to the appropriate telephone company.

250.70 AUDIO / VIDEO RECORDING REQUESTS

The Technical Communications Division, in compliance with state open record laws, keeps certain audio and video files for the standard retention period of at least 120 days.

1. Audio File Requests

- a. In order to request an audio file of either phone calls or radio transmissions, an "Audio File Request" (Form PA-2) must be filled out, signed by a supervisor, and faxed to the Technical Communications Division for processing. Requests are usually processed within 3 days, members requiring faster service must note this on the request.
- b. Cassette tapes and/or compact discs of audio files will not be sent via interdepartmental mail. They must be picked up in person. The requestor may request an audio file be sent via Departmental email.

2. Video File Requests

- a. In order to request a video file, a "Video File Request" (Form PV-10) must be filled out, signed by a supervisor, and faxed to the Open Records Section.
- b. The requesting member will be contacted via email when the video is available for pickup
- c. If a copy is made, the master file shall be retained longer and you will be contacted in the future to determine the status of the file.

3. External Audio and Video Requests

Any external or public requests for audio or video files will be referred to the Open Records Section for processing.

Note: If an immediate retrieval of audio or video files is necessary as part of an investigation, the shift commander in the district of occurrence or the member of the CIB responsible for the investigation will notify a Technical Communications Division supervisor to process the request.

250.75 ONLINE EMERGENCY TELEPHONE NOTIFICATION SYSTEM

The online emergency telephone notification system can be utilized in emergencies or when mass notifications need to be made in a rapid, efficient manner. The online emergency telephone notification system can make 32 thirty second calls per minute or up to 1,920 calls per hour. The system makes calls by using pre-programmed call lists.

A. Examples of Notifications (not an all inclusive list)

1. Abduction and critical missing incidents
2. Amber Alert supplements
3. Escaped prisoner or loose suspect in a specific area
4. Major incident information or evacuation instruction/orders
5. Media announcements in major incidents
6. Command Staff notifications
7. Activation of the EOC
8. Level 3 and 4 emergency mobilizations
9. CLO notifications to block watch groups, community organizations, etc.
10. Sexual Predator (registered/known) community notifications

B. Types of Notifications

1. Internal

With the approval of a work location Shift Commander, the system can be utilized to notify work location members of an event, incident or circumstance.

C. Initiation of the Notification System

If a work location does not have a member trained in the use of the online notification system, the shift commander should contact a Technical Communications supervisor at [REDACTED]. Technical Communications will require an email containing the message to be disseminated, the geographic location to be called and the approving authority. Once the email has been received, the message will be entered into the system for transmission.

D. Pre-Programmed Call Lists

Work locations may create their own Excel based call lists based upon the individual needs of the work location. The lists must be created in Excel using the following headers for each column:

[REDACTED]

The Telecommunications Specialist is the designated contact person for the notification system. Please call the Telecommunications Specialist at [REDACTED] for all questions and issues concerning the system.

Note: Work locations submitting call lists are responsible for keeping their lists current and forwarding those lists to the Telecommunications Specialist.



EDWARD A. FLYNN
CHIEF OF POLICE